[English)

Functioning of Grievances Cell in ITDC

*666 SHRI INDRAJIT GUPTA: Will the Minister of CIVIL AVIATION AND TOURISM be pleased to state:

(a) the number and type of complaints/ grievances received by the Staff Grievances Cell and Public Grievances Cell of the India Tourism Development Corporation (ITDC) during the last three years and upto June 1991;

(b) the number of complaints dealt with by each of these Cells so far;

(c) whether the Government/ITDC Management have assessed the performance of these Cells in resolving grievances and complaints for affecting improvement in the functioning of ITDC; and

(d) if so, the details of assessment so made?

THE MINISTER OF CIVIL AVIATION AND TOURISM (SHRI MADHAVRAO SCINDIA): (a) and (b). ITDC has constituted a Public Grievances Cell in April 1988 and a Staff Grievances Cell in January 1989 at its corporate office.

Since its inception, the Public Grievances Cell has received 15 public complaints up to June, 1991, out of which 13 have been disposed of.

As the Staff Grievances Cell deal with the representation of the staff pertaining to their personnel matters such as promotions, transfers, seniority etc. on their personal files, the number of these grievances has not been maintained.

(c) and (d). No formal assessment has been carried out but corrective measures are constantly being introduced to improve the efficacy of the machinery for redressal of grievances.

Airports in Garhwal Region Uttar Pradesh

*667. SHRI BALRAJ PASSI: SHRI CHETAN P.S. CHAUHAN:

Will the Minister of CIVIL AVIATION AND TOURISM be pleased to state:

(a) whether the work of the proposed airport in Gauchar, Gopeshwar and Ratura in Uttar Pradesh has been completed;

(b) if not, the reasons therefor;

(c) when the survey for their constructions has been completed and the estimates of expenditure have been prepared; and

(d) the details of the progress made in each case, so far?

THE MINISTER OF CIVIL AVIATION AND TOURISM (SHRI MADHAVRAO SCINDIA): (a) There is no plan to construct airports in Gauchar, Gopeshwar and Ratura in Uttar Pradesh.

(b) The operational capacity available with our airlines, the resources needed for constructing such airfields; the traffic potential, and the economic viability of operating to such airfields do not permit the construction of such airfields at the present juncture.

(c) and (d). Do not arise, in view of (a) above.

Health Scheme for Retired Railway Employees

*668 SHRI PRATAPRAO B. BHONSLE: Will the Minister of RAILWAYS be pleased to state:

(a) whether a liberalised Health Scheme for the retired railway employees has been introduced by the Government;

(b) if so, the details thereof;

(c) the criteria adopted for taking contribution from the employees; and

(d) the services proposed to be provided under the scheme?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI MALLIKARJUN): (a) Yes, Sir.

(b) to (d). Retired Railway Employees, his/her spouse and dependent widowed mother on one time contribution of last month's basic pay are entitled to free outdoor and indoor treatment in Railway Hospitals/Health Units, 50% re-imbursement towards the treatment taken in Govt. Hospitals in referred cases, free supply of artificial limb once and supply of pace makers if implanted in Railway Hospitals at nominal cost.

Flight Punctuality of Air India/Indian Airlines

*669. SHRI M.V. CHANDRASHEKHARA MURTHY:

SHRI V. SREENIVASA PRASAD:

Will the Minister of CIVIL AVIATION AND TOURISM be pleased to state:

(a) the details of flights of the Indian Airlines and the Air India which could not take off on scheduled time during the past six months; and

(b) the reasons therefor and steps taken to ensure punctuality?

THE MINISTER OF CIVIL AVIATION AND TOURISM (SHRI MADHAVRAO SCINDIA): (a) The details of the delayed flights in Indian Airlines/Air India during the past six months are given below:-